User's Manual

USB 3.0 Portable Solid State Drive

SSD18C3

(Version 1.0)

Transcend®

Table of Contents

Introduction

Congratulations on purchasing Transcend's **SSD18C3**. This rugged, ultra-fast portable USB storage device is the perfect data management system for uploading, downloading, storing and transferring your data. With its shock-resistant design, huge storage capacity and real-world transfer speeds up to 10X faster than USB 2.0 (in USB 3.0 mode), the compact SSD18C3 is ideal for carrying your files, folders, documents, photos, music and videos. In addition, the SSD18C3 comes with very useful software* that can turbo-charge file transfers and increase your mobile productivity. This User's Manual is designed to help you get the most from your new device. Please read it in detail before using the SSD18C3.

*The SSD18C3 comes bundled with **Backup Manager**, which enables the SSD's One Touch backup function and also includes a USB device driver that enhances file transfer speeds by up to 30%. A free download of Transcend's **JetFlash Elite** data-management software is also included (www.transcend.com.tw/downloads).

Package Contents

The SSD18C3 package includes the following items:
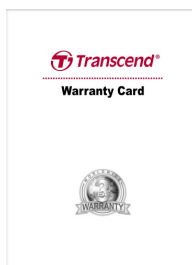
- USB 3.0 Portable Solid State Drive

- USB 3.0 Cable

- Quick Start Guide

■ Warranty Card

Features

■ SuperSpeed USB 3.0 and USB 2.0 connection options

■ Faster and more durable than USB 2.0 portable hard drives

■ Shock/slip-resistant silicone outer shell

■ Connection bandwidth up to 5Gbits per second

■ Up to 30% quicker file transfers with optional driver installation

■ Extra-large storage capacity

■ Sleek ultra portable design

■ USB powered – no external adapter necessary

■ One Touch Auto-Backup button

■ Dual-color LED indicator (power, data transfer, & USB 2.0/3.0 connection type)

■ Includes a free download of JetFlash Elite

System Requirements

Desktop or notebook computer with a working USB port.

One of following Operating Systems:

- Windows$^®$ XP
- Windows$^®$ Vista (32bit or 64 bit, latest Service Packs recommended)
- Windows$^®$ 7 (32bit or 64 bit, latest Service Packs recommended)
- Linux$^®$ Kernel 2.6.31 or later
- Mac$^®$ OS X 10.4 or later (only USB 2.0 currently supported)

Safety Precautions

These usage and safety guidelines are **IMPORTANT!** Please follow them carefully.

🔴 General Use

- Carefully unpack the contents of the SSD18C3 package.
- During operation, avoid exposing your SSD18C3 to extreme temperatures above 70℃, or below 0℃.
- Do not drop your SSD18C3.
- Do not allow your SSD18C3 to come in contact with water or any other liquids.
- Do not use a damp/wet cloth to wipe or clean the exterior case.
    - Do not store your SSD18C3 in any of the following environments: Direct sunlight
    - Next to an air conditioner, electric heater or other heat sources
    - In a closed car that is in direct sunlight
    - In an area with strong magnetic fields or excessive vibration
- If your Windows computer will not boot while the SSD18C3 is connected, please disconnect the SSD18C3 to your computer first and connect the SSD18C3 after starting Windows. Otherwise, refer to your computer's manual and change the BIOS settings to instruct the computer to boot from a different device.

🔴 Backing up Data

- **Transcend does NOT take any responsibility for data loss, or damage during operation**. If you decide to store data on your SSD18C3 we strongly advise that you regularly backup the data to a computer, or other storage medium.
- To ensure Super-Speed USB 3.0 data transfer rates when using your SSD18C3, please make sure that your computer has the relevant drivers and hardware to support USB 3.0. If you are unsure about how to check this, please consult the user's manual of your computer, motherboard, or USB 3.0 interface card for USB 3.0 driver information.

🔴 Transporting

- Do not pack the SSD18C3 into luggage without proper padded support. Other items in your luggage may damage the SSD during travel if it does not have proper protection.
- Avoid squeezing or compressing the SSD18C3.
- Do not place objects on top of your SSD18C3.

🔴 Power

- The SSD18C3 gets its power directly from your computer's USB port. However, the power supplied by the USB ports on some older computers does not meet the stable 5V DC power requirements of the SSD18C3. If your SSD18C3 does not function properly upon connecting it to your computer, please plug *BOTH ENDS* of the USB 3.0 Y-cable into your computer.

	Both ends of the USB 3.0 Y-cable should be connected to provide ample power to the SSD18C3

- Use only the USB 3.0 Y-cable that came with the SSD18C3 to connect it to a computer, and always ensure that the cable you are using is in good condition. **NEVER** use a cable that is frayed or damaged.

- Ensure nothing is resting on the USB cable and that the cable is not located where it can be tripped over or stepped on.

▮ Reminders

Always follow the procedures in the "**Disconnecting from a Computer**" section to remove the SSD18C3 from your computer.
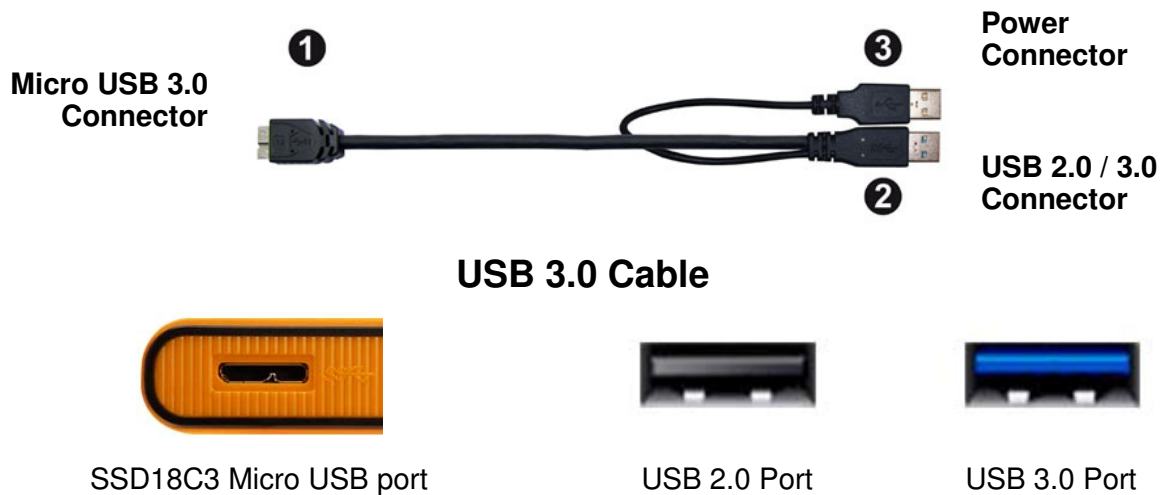
Product Overview

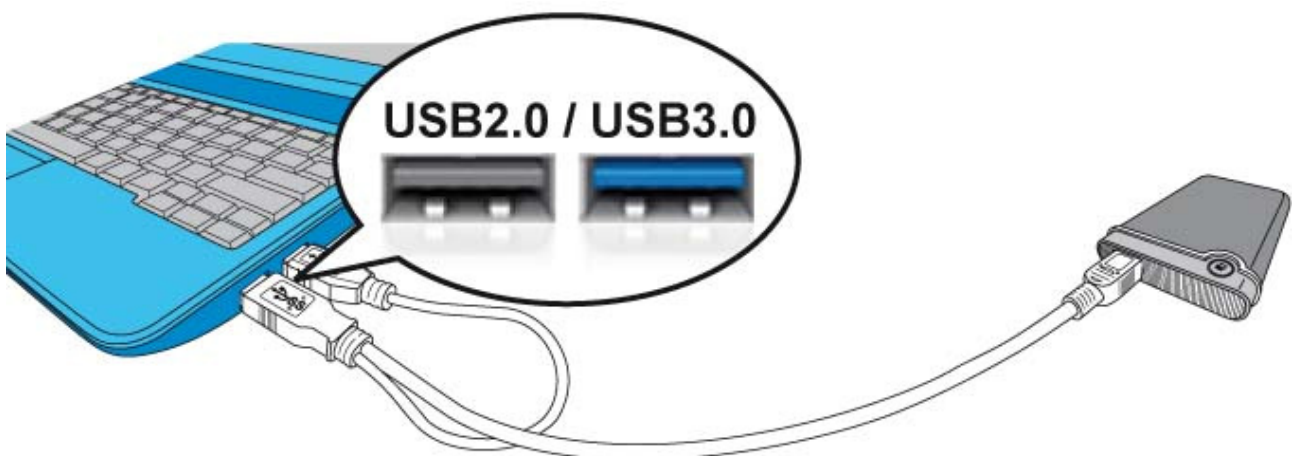| A	Micro USB 3.0 Port
B	One Touch Auto-Backup Button

Connecting to a Computer

The SSD18C3 can be connected to your computer using either **USB 2.0** or **USB 3.0.** To get the best performance results from your SSD, we recommend using the USB 3.0 interface (currently not supported on Mac computers).

Micro USB 3.0 Connector ❶

Power Connector ❸

USB 2.0 / 3.0 Connector ❷

USB 3.0 Cable

SSD18C3 Micro USB port   USB 2.0 Port   USB 3.0 Port

1. Plug the micro USB end (1) of the USB cable into the SSD.
2. Plug BOTH large ends (2) and (3) of the USB cable into an available USB 2.0 or USB 3.0 port on your desktop or notebook computer.
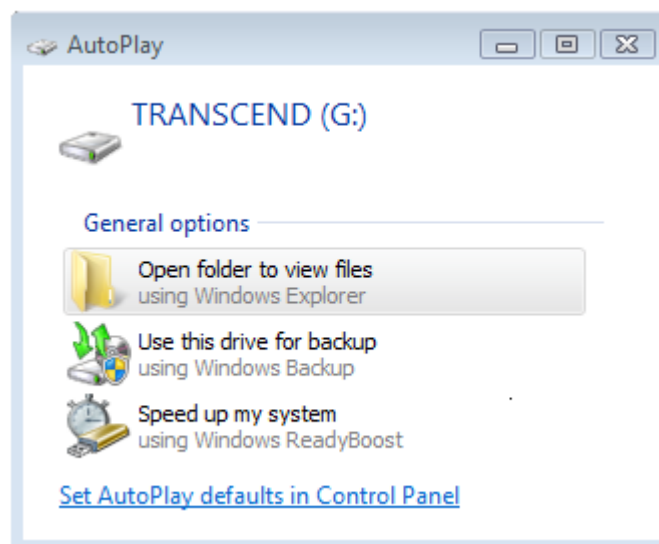
   > **NOTE:** Always plug both large ends of the Y-cable into your computer. If only one USB port is available, please connect the data transfer end (2) of the Y-cable (compatibility not guaranteed).
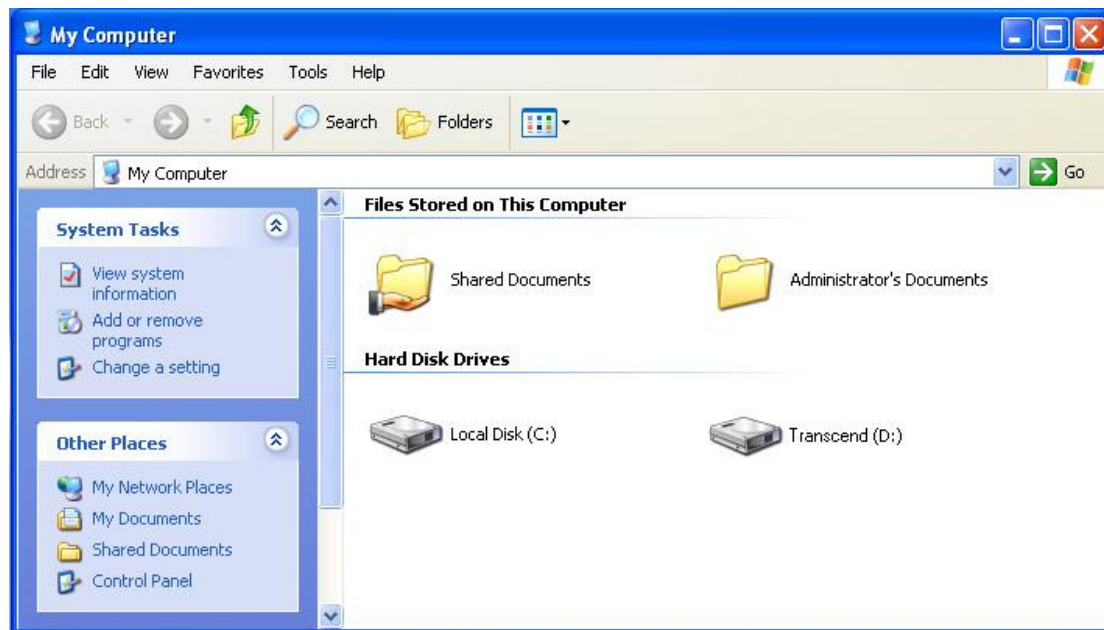

3. When the SSD18C3 is successfully connected to a computer, its LED will light up (USB2.0 and USB 3.0 have different colors of illumination to indicate connection type). In Windows, a new **Local Disk** drive with a newly-assigned drive letter will appear, and a Removable Hardware

icon ![icon] will appear on the Windows System Tray. The SSD18C3 comes pre-formatted to FAT32, which is compatible with most computer systems, including Windows, Mac, Linux, and more.

- Computers running Windows and Mac OS will automatically detect and install the SSD18C3. To use USB 3.0, please ensure your computer has all necessary USB 3.0 drivers installed, and make sure you plug the USB Cable into the correct port on your computer (USB 3.0 ports are usually color-coded to differentiate them from USB 2.0)

- Linux users may have to configure the SSD18C3 manually. To do this, first create a directory for the SSD18C3 (Example: **mkdir /mnt/usbdrive)**. Then, mount the SSD18C3 (Example: **mount –a –t msdos /dev/sda1 /mnt/usbdrive**)

Note: (D:) and (G:) above are example drive letters; the letter in your "My Computer" window may differ

Note: "New Volume" is an example drive. The drive name on your Mac computer may differ

4. Once connected, you can use the SSD18C3 as an external hard drive to transfer data to and from your computer. Simply drag and drop files or folders onto the **Local Disk**, **Volume**, **or drive letter** that represents the SSD18C3.

One Touch Backup

To enable the One Touch auto-backup button, you must first install the preloaded **Backup Manager** software (To install, run the EXE file located in the root directory of your SSD). Once you have installed Backup Manager, you can use the SSD18C3's One Touch auto-backup button to instantly backup and synchronize your data (see the Backup Manager Software User's Manual for details).

One Touch Auto-Backup Button

Turbo Mode

Your SSD is already one of the fastest drives available, but you can further increase transfer speeds with the included USB driver. During the installation of the included **Backup Manager** software, you will be given the option to install an extra driver to enhance USB transfer speeds. Once enabled, USB 3.0 transfer speeds can be increased by 30% or more! (see the Backup Manager Software User's Manual for details)
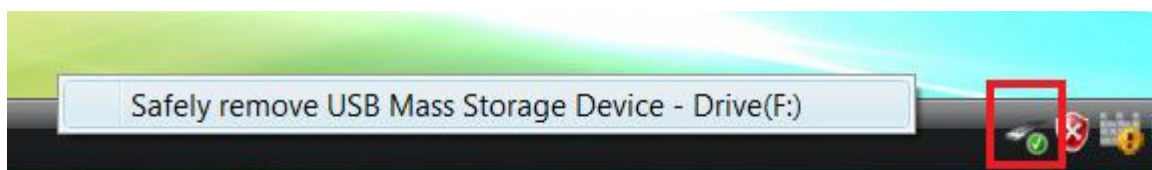
Disconnecting from a Computer

⚠️ **NEVER disconnect the SSD from a Computer when its LED is flashing.**

🟥 **Windows®**

1. Select the **Hardware** 🖳 icon on the system tray.

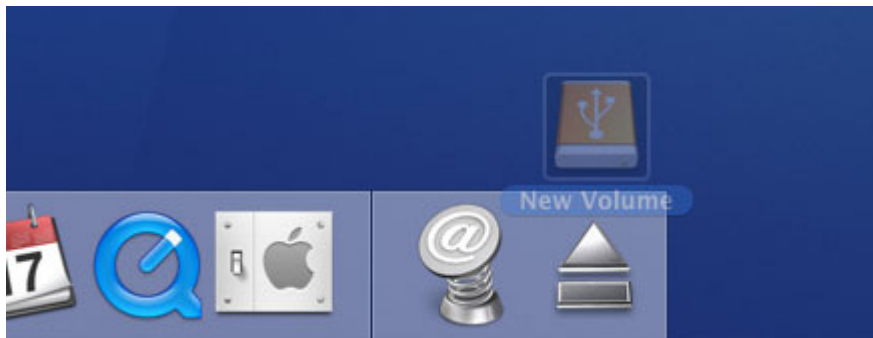2. The **Safely Remove Hardware** pop-up window will appear. Select it to continue.

3. A window will appear stating, **"The 'USB Mass Storage Device' device can now be safely removed from the system."**

⚠️ **WARNING! To prevent data loss, always use this procedure to remove the SSD from Windows®.**

🟥 **Mac® OS**

Drag and drop the Disk icon that represents your SSD18C3 into the Trashcan. Then unplug your SSD18C3 from the USB port.

Linux®

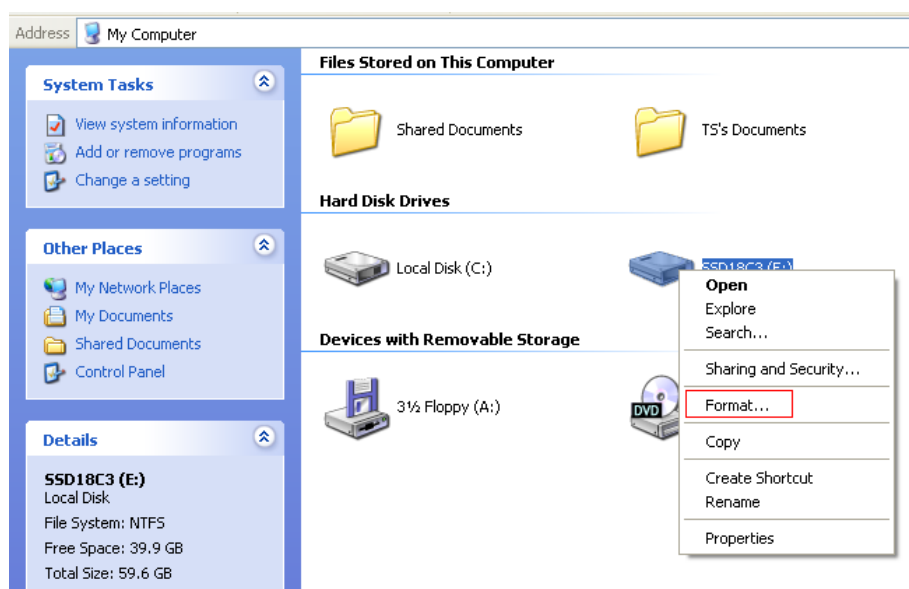Execute **umount /mnt/Storejet** to un-mount the device. Then unplug your SSD18C3 from the USB port.
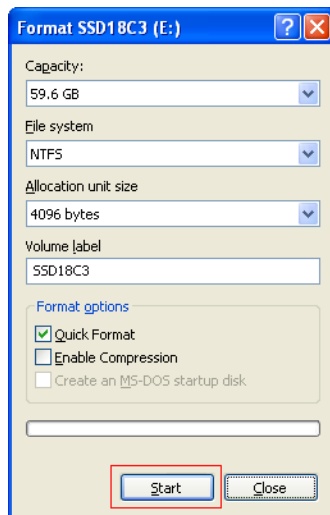
Formatting the Solid State Drive

> ⚠ **WARNING! Formatting the disk will erase all of the data on your SSD18C3.**
>
> **You must have Administrator Rights to format in Windows.**

Windows® XP/7/Vista
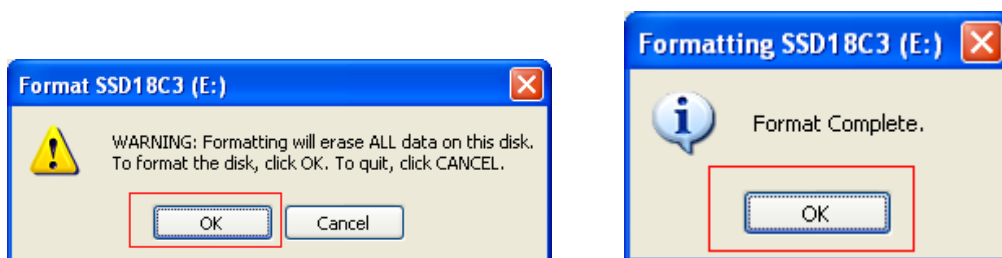
1. Plug the SSD18C3 into an available USB port on a Windows® XP/7/Vista computer.
2. **Unplug all other USB storage devices from your computer**. This is to prevent accidental format of a different USB drive.
3. Open the "my computer" window, then right-click the drive that represents the SSD18C3 and choose "Format."

4. Select "Quick Format" or change the volume label, if desired.

5. A warning message will appear. Click "OK" to begin formatting the SSD.

Mac® OS

1. Plug the SSD18C3 into an available USB port on your MAC computer.

2. Unplug all other external storage devices from your computer. This is to prevent accidental format of a different drive.

3. If a message windows like the one below appears, Click the "Initialize" button. If no message appears, open "Disk Utility" under "**Applications > Utilities** "

4. In the Disk Utility window, choose your SSD18C3 from the list on the left.

5. Select the "Erase" tab.

6. Choose the Volume Format you want (Mac OS Extended (journaled) is recommended).

12

7. Input a name for your new drive (otherwise, your drive will be named "Untitled")

8. Click the "Erase" button in the bottom right corner of the window

9. Click "Erase" again to confirm.
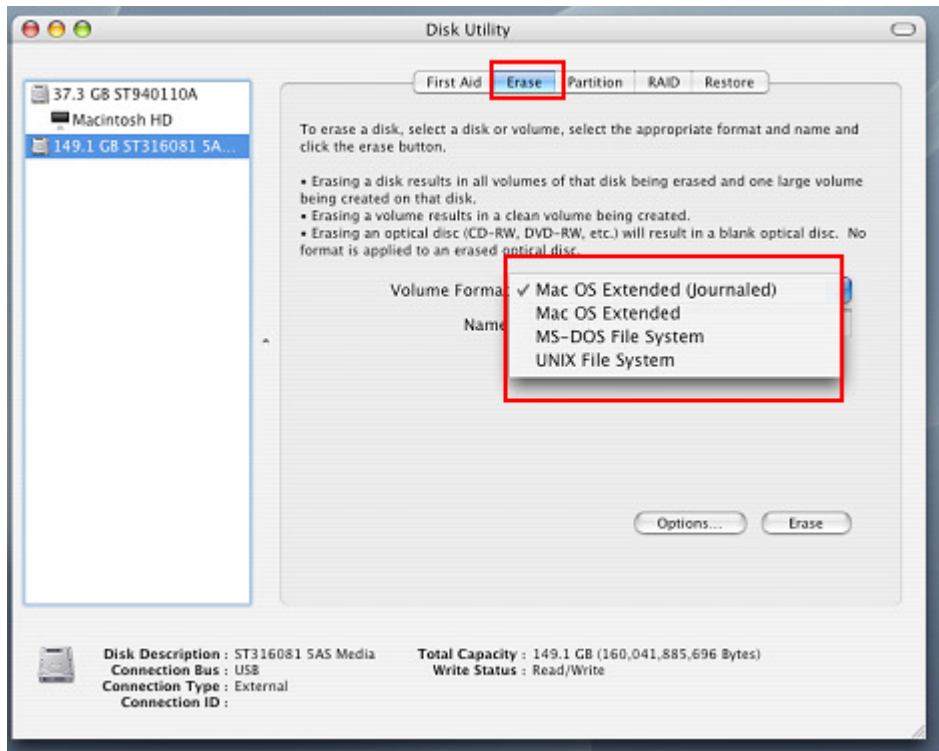
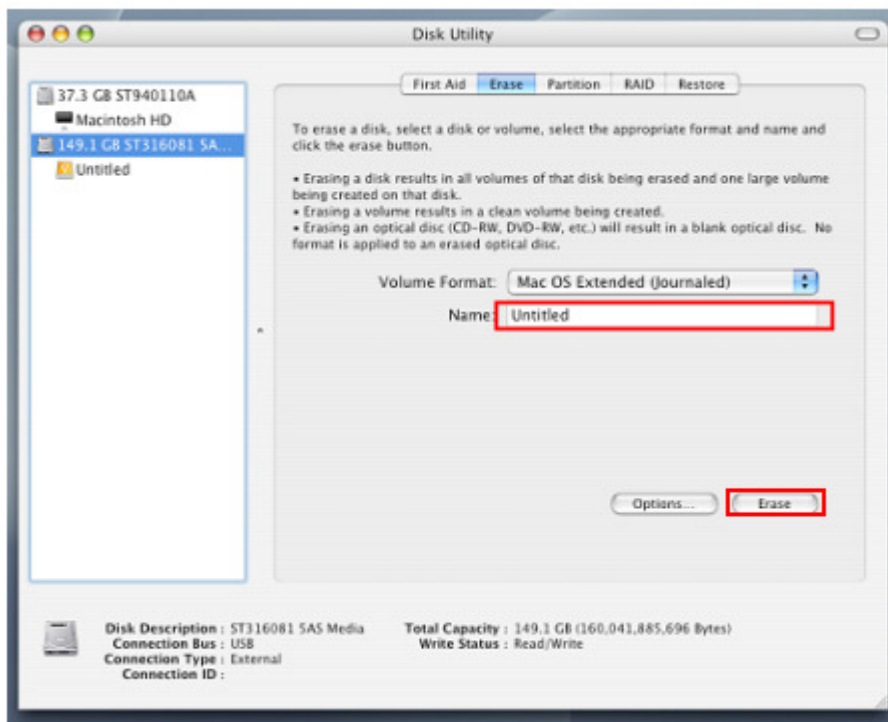10. Click the "**Close**" button to finish and exit.

■ Linux®

1. Plug the SSD18C3 into an available USB port on your Linux computer.

2. **Unplug all other USB storage devices from your computer.** This is to prevent accidental format of a different USB drive.

3. Type **fdisk /dev/sda** (replace /dev/sda with your actual USB device)

4. Press **p**

5. Press **n**

6. Press **w**

7. Type **mkfs.ext3 /dev/sda1**

8. Go to /etc/fstab and add: **/dev/sda1 /mnt/usbdrive auto user,noauto 0 0**

9. Type **mkdir /mnt/usbdrive**

10. Type **mount /mnt/usbdrive**

Troubleshooting

If a problem occurs with your SSD18C3, please first check the information listed below before taking your SSD18C3 in for repair. If you are unable to remedy a problem after trying the following suggestions, please consult your dealer, service center, or local Transcend branch office. We also have FAQ and Support services on our website at **www.transcend.com.tw**.
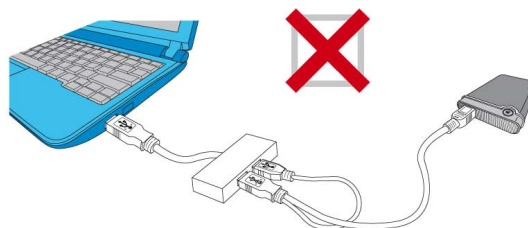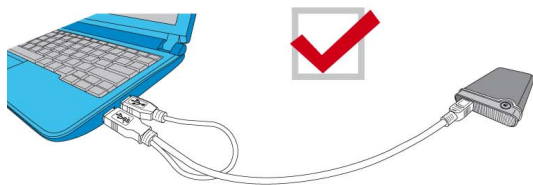
■ My operating system cannot detect the SSD18C3

Check the following:

1. Is your SSD18C3 properly connected to the USB port? If not, unplug it and plug it in again. If it is properly connected, try using another available USB port.
2. Are you using the USB 3.0 cable that came in the SSD18C3 package? If not, try using the Transcend USB 3.0 cable to connect the SSD18C3 to your computer.
3. A single USB port may not provide enough power for the SSD18C3 to function. Please connect both large ends of USB 3.0 Y-cable to your computer. This will provide the additional power necessary to run the drive.

The USB 3.0 Y-cable's Power Connector provides additional power for the SSD18C3, and should always be connected.

4. Is your SSD18C3 connected to a Mac® Keyboard? If so, unplug it and plug it into an available USB port on your Mac® desktop computer.
5. Is the USB port enabled? If not, refer to the user's manual of your computer (or motherboard) to enable it.
6. Avoid connecting the SSD18C3 through a USB hub.

■ The SSD18C3 does not power on

Check the following:

1. A single USB port may not provide enough power for the SSD18C3 to function. Please connect both rectangular ends of USB 3.0 Y-cable to your computer.
2. Ensure that the SSD18C3 is properly connected to the USB port(s) on your computer.
3. Ensure that the USB port is working properly. If not, try using an alternate USB port.

■ I installed an OS onto the SSD18C3. Why can't I boot from it?

Current USB 3.0 host devices do not support operating system boot up.

■ I cannot copy large files to the SSD18C3

1. Is there enough available disk space?
2. Is the file larger than 4GB? If so, please see below:

The SSD18C3 default file system is FAT32, which allows it to be recognized on most types of computers, game consoles and media playback devices. However, *the FAT32 file system does not support large files that exceed 4GB in size*. If you plan to store large files that are larger than 4GB, you will need to convert the drive to a different file system such as NTFS. Please see the "Formatting the Solid State Drive" section of this manual for instructions on how to re-format the SSD18C3.

🔳 I'm having problems with the SSD18C3 on my Mac®

If you previously formatted your SSD18C3 in Windows®, it is most likely formatted with the Windows NTFS file system, which may not be 100% compatible with Mac® OS. To store and backup data on your Mac® please follow the instructions on formatting to convert the drive to Mac OS file system. If you plan to regularly use the drive with both Windows and Mac computers, we recommend formatting the drive to the FAT32 file system (the SSD18C3 comes pre-formatted with FAT32 from the factory). Keep in mind that **formatting the drive will erase all existing data on the drive.**

Note: To keep existing data, you will need to use a Windows or Mac computer that can detect the SSD18C3 to make a backup copy of all essential files.

🔳 I cannot detect the SSD18C3 in Linux®

If you previously formatted the SSD18C3 a Windows or Mac computer, it is most likely formatted with a file system that is not compatible with Linux. To solve this problem, please follow the instructions on formatting the SSD18C3 in Linux. However, please be aware that **formatting the drive will erase all existing data on the drive.**

Note: To keep existing data, you will need to use a Windows or Mac computer that can detect the SSD18C3 to make a backup copy of all essential files.

Specifications

Size (L x W x H)	98.7mm × 65.7mm × 17.45mm
Weight	70g
Storage Media	Nand Flash
Power Supply	5V DC supplied from the USB port(s)
Connection Speed	USB 3.0: Up to 5Gb/s USB 2.0: Up to 480Mb/s
Operating Temperature	0℃ (32℉) to 70℃ (158℉)
Certificates	CE, FCC, BSMI
Warranty	3 Years

Three-year Limited Warranty

This product is covered by a Three-year Limited Warranty. Should your product fail under normal use within three years from the original purchase date, Transcend will provide warranty service pursuant to the terms of the Transcend Warranty Policy. Proof of the original purchase date is required for warranty service. Transcend will inspect the product and in its sole discretion repair or replace it with a refurbished product or functional equivalent. Under special circumstances, Transcend may refund or credit the current value of the product at the time the warranty claim is made. The decision made by Transcend shall be final and binding upon you. Transcend may refuse to provide inspection, repair or replacement service for products that are out of warranty, and will charge fees if these services are provided for out-of-warranty products.

Limitations

Any software or digital content included with this product in disc, downloadable, or preloaded form, is not covered under this Warranty. This Warranty does not apply to any Transcend product failure caused by accident, abuse, mishandling or improper usage (including use contrary to the product description or instructions, outside the scope of the product's intended use, or for tooling or testing purposes), alteration, abnormal mechanical or environmental conditions (including prolonged exposure to humidity), acts of nature, improper installation (including connection to incompatible equipment), or problems with electrical power (including undervoltage, overvoltage, or power supply instability). In addition, damage or alteration of warranty, quality or authenticity stickers, and/or product serial or electronic numbers, unauthorized repair or modification, or any physical damage to the product or evidence of opening or tampering with the product casing will also void this Warranty. This Warranty shall not apply to transferees of Transcend products and/or anyone who stands to profit from this Warranty without Transcend's prior written authorization. This Warranty only applies to the product itself, and excludes integrated LCD panels, rechargeable batteries, and all product accessories (such as card adapters, cables, earphones, power adapters, and remote controls).

Transcend Warranty Policy

Please visit **www.transcend.com.tw/warranty** to view the Transcend Warranty Policy. By using the product, you agree that you accept the terms of the Transcend Warranty Policy, which may be amended from time to time.

Online registration

To expedite warranty service, please access **www.transcend.com.tw/register** to register your Transcend product within 30 days of the purchase date.

Ti Transcend®   ***Transcend Information, Inc.***

www.transcend.com.tw

*The Transcend logo is a registered trademark of Transcend Information, Inc.
*All logos and marks are trademarks of their respective companies.